

California Information Technology Strategic Plan
Portal Steering Committee
July 14, 2006, 1 p.m. – 3 p.m. at 1020 11th Street, Sacramento
- AGENDA -

Time:

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|----|------|--|--|
| 15 | I. | Welcome Steering Committee and guests <ul style="list-style-type: none">• Approve Steering Committee Meeting Minutes: 4/14/06• Published: <i>Government Services on the Web: Ca In-Touch</i> | Clark Kelso |
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| 10 | II. | California State Portal Framework <ul style="list-style-type: none">• Report published• Outstanding recommendations & issues | John Jewell |
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| 30 | III. | Information Organization, Usability, Currency & Accessibility <ul style="list-style-type: none">• <i>IOUCA</i> Recommendation on Accessibility for Ca State Web Pages• <i>IOUCA</i> Recommendation on Usability Standards for Ca State Web Pages• <i>IOUCA</i> Recommendation on Separating Content from Presentation Standards for Ca State Web Pages <p style="margin-left: 40px;">Above recommendations were adopted by Review Board on 6/16</p> <ul style="list-style-type: none">• DOR Section 508 scheduled training opportunity | Kris Ogilvie

Neal Albritton
Donna Freeman

Debbie Schwartz |
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| 10 | IV. | California Service Centers: <ul style="list-style-type: none">• <u>California Tax Service Center</u>: Provides a portal to a number of tax resources supported by FTB, EDD and BOE programs | Clark Kelso |
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| 30 | V. | Portal Transition: Ca Portal Redesign Project (PRP) <ul style="list-style-type: none">• Portal Redesign Project (PRP): HFI recommendations• PRP: eclipse Solutions E Payment Assessment Deliverables• PRP: Services Procurement status | Anna Brannen |
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| 5 | VI. | Next Steps: <ul style="list-style-type: none">• Portal Steering Committee meeting October 13• Review Board meeting August 11 <p style="margin-left: 40px;">Adjourn</p> | Clark Kelso

Clark Kelso |

2005 IT Strategic Plan Goal 1

Goal 1: Make Government Services More Accessible to Citizens and State Clients

The State will complete a customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.

Objective 1- Develop A Foundation For Transforming Government

The State will implement an enabling management and technical foundation for the transformation of government, making the technical solution implementation process more customer-focused, strategic, efficient, and economical.

The essential ingredients of this foundation include:

- Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration.
- A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance.
- Common business processes that facilitate interoperability and data sharing.
- Shared applications, architectures and code.
- Streamlined project development, management and implementation to capture early benefits and encourage transformation.
- State workforce skilled in implementing industry best practices.

A key driving force for this transformation will be a federated ownership and development architecture for the State's presence on the Internet. Other objectives and action items throughout this plan will also contribute to the essential ingredients listed above.

Action 2. By March 2006, the State CIO will identify at least five projects that will serve as models or case studies for e-Services investment including:

- a. A project focused on the delivery of services to citizens (such as licensing, or call center services, or recreation and visitor information, or consumer protection).
- b. A project focused on delivery of services to businesses (such as licensing, or workers compensation, or electronic payment and filing).
- c. A project focused on services that integrate intergovernmental programs (such as self service eligibility determination, or online grants processing, or social services benefits delivery).
- d. A project focused on delivery of services internal to state operations (such as online travel and human resources transactions, or data sharing between state agencies).
- e. A project focused on reorganization of information on departmental web pages around major customer groups or users (e.g., public user, business user, government user) consistent with new look-and-feel standards to be adopted by the State CIO.

Action 4. The California Portal Steering Committee will guide development of a new infrastructure to support the State's presence on the Internet including: (a) identification and design of shared services; (b) definition of the technical architecture and governance process; (c) identification of additional projects to leverage shared resources; and (d) by July 2006, approval of the first architecture for the State's Internet infrastructure.

Objective 2- Leverage Services between State Agencies, Federal and Local Government And Promote Interagency and Intergovernmental Data Sharing

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State Portal Steering Committee Adopted Recommendations

October 14, 2005:

Recommendation 1 (Governance & Architecture): The State should adopt a “federated” management and governance approach to the development and maintenance of the State’s Internet presence.

Recommendation 2 (Service Centers): With leadership provided by cross-agency working groups organized around a few high-level governmental functions, the State should develop and maintain one or more “Service Centers” (including a State-level “California Service Center”) that assist users in navigating quickly to desired government information and services.

Recommendation 3 (Shared Services): The State CIO should begin conversations with the State Portal Review Board and appropriate agencies to identify specific shared services that should be developed for the State’s web presence. The list of specific shared services should be brought back to the State Portal Steering Committee for its consideration and action.

Recommendation 4 (State Banner): The State CIO, with advice from the Portal Steering Committee, should adopt a new banner for State web pages that uses less space and facilitates co-branding with State agencies and departments.

Recommendation 5 (Transition Planning): Planning to transition away from the existing State Portal hardware and applications should begin immediately in anticipation of the federated, shared-services architecture recommended above. Current clients and agencies which rely upon that existing hardware and applications infrastructure should begin appropriate transition planning with the assistance of the Department of Technology Services.

January 13, 2006:

Recommendation 6 (SOA): The Portal Review Board hereby approves in concept the development of a “Service Oriented Architecture (SOA)” to govern the shared services components of the State’s Internet presence.

Recommendation 7 (EA Governance): The Portal Review Board hereby refers the Draft Service Oriented Architecture (November 30, 2005) developed by the State CIO’s Enterprise Architecture staff to the Enterprise Architecture Committee of the Information Technology Council for its review, comment and approval.

Recommendation 8 (SOA Process): The Portal Review Board hereby declares its intention to begin the process of identifying departments which are prepared to take on the development of shared services pursuant to a Service Oriented Architecture.